

SOPAADMINNORFOLKSUBAREA/  
NAVSTANORVAINST 3025.1

SOPA ADMIN NORFOLK SUBAREA/NAVSTA NORVA INSTRUCTION 3025.1

Subj: INSTALLATION NONCOMBATANT REPATRIATION OPERATIONS PLAN

Ref: (a) DoD Directive 3025.14 (series)  
(b) JOINT PLAN FOR DoD NONCOMBATANT REPATRIATION  
(c) Section 502 of Executive Order 12656  
(d) Section 801 of Executive Order 12656  
(e) COMNAVREGMIDLANTINST 3025.1 (series)

Encl: (1) Repatriation Processing Center Layout  
(2) Repatriation Team Members  
(3) Repatriation Processing Schedule of Events  
(4) Required Logistics for Repatriation Operation

1. Purpose. The purpose of this instruction is to establish repatriation planning and execution responsibilities, and provide guidance and procedures in the event a noncombatant evacuation operation (NEO) becomes necessary.

2. Discussion. Repatriation is the procedure whereby American citizens are officially processed back into the United States subsequent to their evacuation from overseas, and provided various services to ensure their well being and movement to their final destination or safe haven.

a. Reference (a) designates the Secretary of the Army as the Department of Defense (DoD) Executive Agent for repatriation of DoD noncombatants. U. S. Army Forces Command (FORSCOM) is the Army's Agent for executing repatriation operations in Continental United States (CONUS). Reference (b) provides overall repatriation guidance. Reference (c) specifies that the Secretary of Defense advise and assist the Secretary of State and the heads of other Federal Departments and Agencies, as appropriate, in planning for the protection, evacuation, and repatriation of U. S. citizens in overseas areas. Reference (d) states that the Department of Health and Human Services has total national responsibility in the United States of the repatriation of all U. S. Noncombatant Evacuees, including those

sponsored by DoD, under conditions of national emergency declared by the President or Congress. The Department of Health and Human Services will also be responsible for the mission under conditions short of a declared national emergency in accordance with the provisions of its non-emergency plan. Reference (e) is the Mid-Atlantic Region Repatriation Plan and provides guidance to installations for their Repatriation Plans.

### 3. Execution

a. In the event of a noncombatant evacuation operation where it appears the Secretary of State will request military support, the Chairman of the Joint Chiefs of Staff, when authorized and directed by the Secretary of Defense, will issue an appropriate preparatory order (warning, alert, etc.). Upon formal request by the Secretary of State, and as approved by the National Command Authority, the Chairman of the Joint Chiefs of Staff will issue an Executive Order per JCS Pub 5-02.4 Crisis Action Procedures directing a noncombatant evacuation operation. This will also initiate a repatriation operation.

b. Responsibility for reception of DoD evacuees in the CONUS has been tasked to FORSCOM. Headquarters, Department of the Army (HQDA) has identified Naval Station Norfolk and Naval Air Station (NAS) Oceana as potential debarkation points for DoD evacuees. NAVSTA Norfolk and NAS Oceana are tasked as the primary Navy support installations for ship and airborne arrivals respectively to the Mid-Atlantic Region.

c. In the event non-DoD sponsored personnel are included in evacuation flights, the Department of Health and Human Services will provide assistance to these individuals.

d. DoD civilian employees directed to return to CONUS will be issued appropriate instructions by their servicing Human Resource Office.

e. The NEO Tracking System (NTS) and the Automated Repatriation Reporting System (ARRS) are the reporting systems that will be used for all repatriation operations.

#### 4. Responsibilities

a. Department of Health and Human Services. Under a declared national emergency, the Department of Health and Human Services has the national responsibility for the repatriation mission (in accordance with Presidential Executive Order 12656) of all Noncombatant Evacuees, including those sponsored by DoD in the United States unless the operation is executed at a DoD installation. The Department of Health and Human Services will also assume responsibility for this mission under conditions short of declared national emergency on referral by Department of State (DoS). Under emergency conditions, the National Emergency Repatriation Plan will be used.

b. Department of the Army. Under emergency conditions, the Department of the Army, as Executive Agent for DoD, has responsibility for the overall planning and coordination of repatriation plans and operations for DoD evacuees.

c. Defense Manpower Data Center (DMDC). When notified by HQDA, DMDC will provide 10 laptop computers and a technician within 24 hours for use at the repatriation processing site.

d. Commander, Fleet Forces Command (CFFC). CFFC is the tasking authority to Commander, Navy Region Mid-Atlantic for noncombatant repatriation operations.

e. Commander, Navy Region Mid-Atlantic (COMNAVREG MIDLANT). When tasked by CFFC to conduct noncombatant repatriation operations, COMNAVREG MIDLANT will provide oversight for all repatriation operations. COMNAVREG MIDLANT will assist the designated repatriation site installation commander with coordination of regional assets.

f. Commanding Officer, Naval Station Norfolk. The Commanding Officer, Naval Station Norfolk shall establish a Repatriation Processing Center Support Team utilizing team members shown in enclosure (2) of this instruction and Appendix 1 to Annex A in reference (e).

g. Naval Station Emergency Management Officer (EMO). The Naval Station EMO will coordinate all NAVSTA assets in setting up the Repatriation Processing Center.

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The NAVSTA EMO will work closely with the Mid-Atlantic Region EMO to ensure the following:

(1) A Repatriation Processing Center is established in Bldg. C-9.

(2) Supplies and support are provided as necessary.

(3) Evacuees are welcomed.

(4) Communications are established with the embarkation center or the flight or ship carrying evacuees to determine the following:

(a) How many evacuees are on board?

(b) How many VIP's are on board? If so, who?

(c) Are there any unaccompanied minors on board? If so, how many? Do they have legal documents authorizing adults in CONUS to act on their behalf, and/or legal documents allowing escorts to serve as such?

(d) Are there third country nationals on board? If so, how many, what nationality, do they have passports/visas?

(e) Are there any medical problems onboard?  
(injuries, illness, contagious disease, medication needs, etc.)

(f) Are there any physically challenged passengers on board? (wheelchairs, blind, deaf, etc)

(g) Are interpreters needed upon landing? If so, what language?

(h) Are there any pets onboard? If so, how many, what type, and are they in cages? Are there any medical concerns requiring quarantine? Are medical records accompanying the animal?

(i) Estimated time of arrival.

(j) Is there any classified material onboard? If so, how much and how is it contained?

(k) Is there any hazardous material on board? If so, how much and what kind?

(l) Are there any other special needs or problems?

(5) Plane or vessel is received and passengers directed to the Repatriation Processing Center.

(6) Assign baggage handlers. Handlers should assist passengers as necessary with obtaining baggage and moving through customs. Particular attention should be paid to passengers with small children. Once through customs, they should assist with getting baggage out to baggage trucks for transport to the processing center.

(7) Establish a secure facility with heating and air conditioning available and sufficient space to house 50 pets minimum. This facility should be located as close to the Processing Center as possible. A tent facility should only be used as a last resort to prevent having to move pets in the event of inclement weather. Pets are not allowed to remain in the facility if the temperature inside reaches 85 degrees Fahrenheit for more than four hours.

(8) Each family is provided an escort to take them through the Processing Center and that all evacuee information on the Repatriation Center Processing Sheet (Form DD 2585) is processed properly and entered into the databases for the NTS and ARRS.

(9) In the event that the number of personnel evacuating does not warrant setting up a Repatriation Processing Center, the NAVSTA EMO will task select Repatriation Team members with providing the necessary services to process evacuees and allow them to move on to their safe haven.

h. Naval Station Administrative Officer (AO). Provide administrative support for the entry of the Repatriation Processing Center Processing Sheet (DD Form 2585) into the NTS and ARRS databases. A sample of this form can be found in reference (e), Appendix 2 to Annex B.

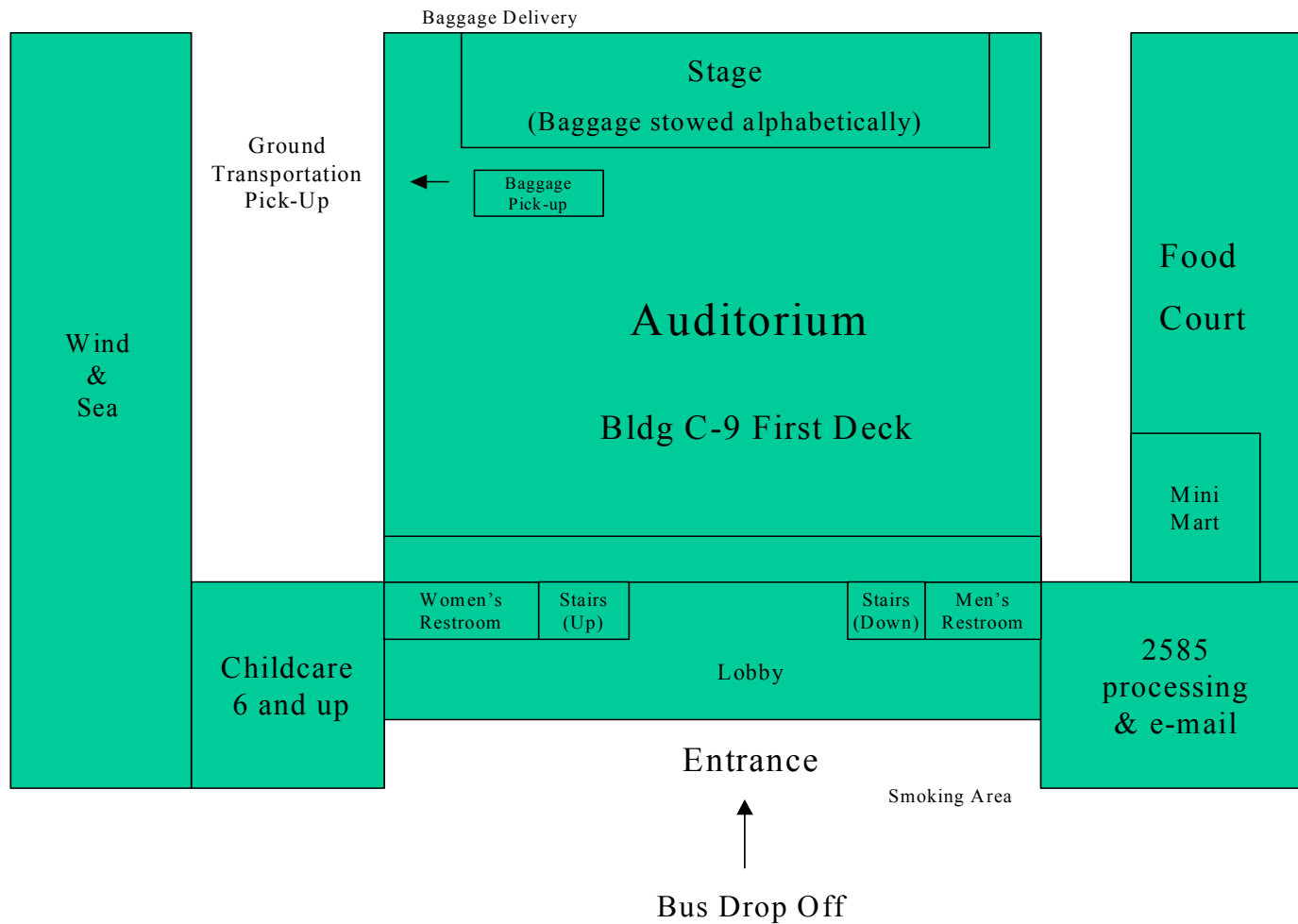
i. Fleet and Family Support Center. Provide counseling to evacuees on services available and supply sponsors to those families seeking safe haven in the Hampton Roads area.

j. Repatriation Team Members. Provide support in their respective areas of expertise to ensure an orderly and expeditious debarkation, processing and onward movement of DoD Noncombatant (and when required, Non-DoD) Evacuees. Checklists for regional team members are included in tabs (a) through (m) of reference (e), Appendix 1 to Annex A. Appendix 2 to Annex A of reference (e) discusses responsibilities of some of the additional services provided by the Repatriation Processing Team.

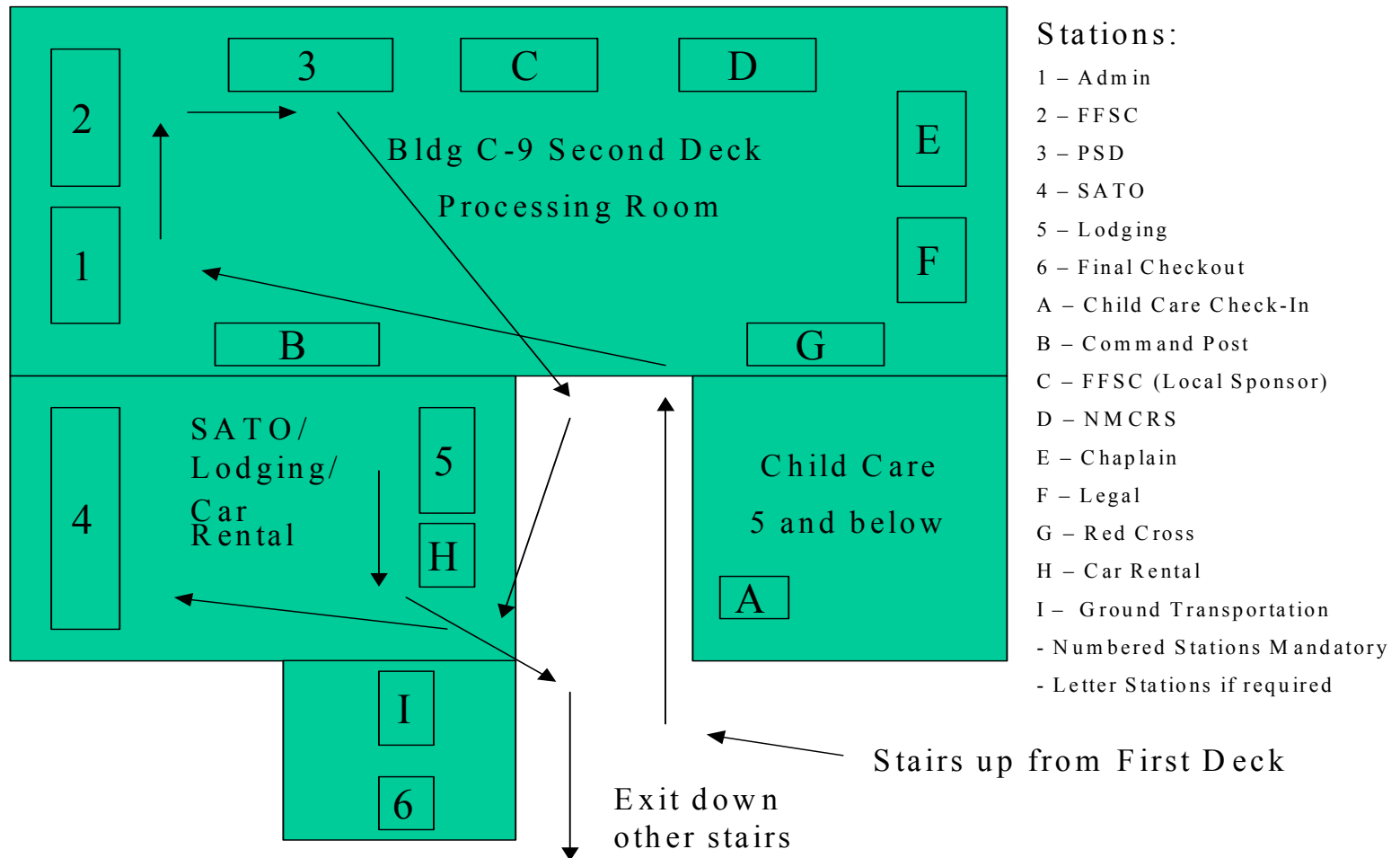
5. Summary. Evacuees during a Repatriation Operation have undergone tremendous hardships and every effort should be made by the Repatriation Processing Team to ensure they are provided the services they need in a courteous and expeditious manner to enable them to move on to their safe haven.

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REPATRIATION PROCESSING CENTER LAYOUT





**REPATRIATION TEAM MEMBERS**

1. CNRMA Repatriation Coordinator
2. CNRMA Emergency Management Officer
3. Executive Officer, Naval Station Norfolk
4. Executive Officer, Naval Support Activity
5. Emergency Management Officer, Naval Station Norfolk
6. Administrative Officer, Naval Station Norfolk
7. Public Affairs Officer, Naval Station Norfolk
8. Morale Welfare and Recreation (also Child Care rep)
9. Billeting
10. Airfield Terminal Manager
11. Car rental representative (whichever has contract at terminal)
12. Public Works
13. Fleet and Family Support Center
14. American Red Cross
15. USO
16. Personnel Support Activity Detachment
17. SATO/NAVPTO
18. Medical
19. Chaplain
20. Navy Legal Services Office (NLSO)
21. Galley
22. Navy/Marine Corps Relief Society
23. Security
24. PMIT
25. HRO Norfolk
26. Army Middle Atlantic Veterinary Services

Note: The amount of evacuees will determine if a Repatriation Processing Center is stood up or if processing will be done on a case-by-case basis. If a Processing Center is not utilized, the NAVSTA EMO will determine which Repatriation Team members will assist with processing each group of arriving evacuees.

**REPATRIATION PROCESSING SCHEDULE OF EVENTS**

1. Repatriation Center opens 1 hour prior to flight arrival.
2. Baggage handlers, Chaplains, and FFSC greeters arrive at Processing Center 45 minutes prior to flight arrival.
3. Buses and baggage trucks stage outside terminal entrance. Call terminal manager to raise gates to allow buses access. If large numbers of pets are on flight, get permission to allow stake truck for pets to access airfield to directly offload from plane to truck.
4. Once confirmed that flight will arrive on time, have bus bring baggage handlers, Chaplains, and FFSC greeters to terminal. Region Coordinator and/or NAVSTA CO greet evacuees as they get off plane.
5. Baggage handlers get cleared by customs inspectors to enter baggage area and are issued armbands for identification. Some handlers assist mothers with small children in obtaining bags. Others escort passengers out to buses and baggage trucks. In the event of a mixed passenger flight, Chaplains and greeters will question passengers as they depart the customs area to ensure they are repatriation passengers, remind them to take required processing paperwork with them, and escort them onto bus. Bags are loaded onto baggage truck. Any carry-on baggage not labeled with the passengers name should remain with the passenger. Personnel from Middle Atlantic Region Veterinary services will inspect pets, as they are off-loaded from the plane.
6. Once there are 30 to 35 passengers on a bus, a Chaplain and a FFSC greeter will board the bus, and depart for the Repatriation Center. Chaplain greets passengers and briefs them during the bus transit on what to expect when they arrive at the processing center.
7. When passengers arrive at Processing Center, they are given welcome packages and go directly to the auditorium. Here, the Region Coordinator or NAVSTA CO greets them and they are informed of process. Bags are offloaded from truck at rear of auditorium and placed in alphabetical order on stage by baggage handlers. Following briefing, evacuees are allowed to get some

**REPATRIATION PROCESSING SCHEDULE OF EVENTS**

refreshments, use restroom, make phone call, e-mail, or place their children in childcare. Childcare is split into age five and below and age six and above.

8. Families are called one at a time and joined with an escort who takes them up to processing center. Families that are staying in the local area that require FFSC to assign local sponsors should be called first, followed by any special need passengers (pregnancies, unaccompanied children, medical ailments, etc.), then passengers with non-special needs. Evacuees go through stations in the following order:

- Admin (Go over 2585 form, ensure it is filled out properly)
- Fleet and Family Support Center (Assign sponsor if local, assist with problems)
- Personnel Support Detachment (Cover entitlements, how to fill out travel claim, etc.)
- SATO (Check on flight arrangements)
- Lodging (Assign to BEQ, hotel, pet hotel if they have a pet)
- Navy/Marine Corps Relief, Chaplain, Legal, Medical, and Red Cross (as necessary)
- Ground transportation (Arrange for transport to BEQ, Hotel or Airport)
- Final Checkout (Ensure that 2585 is filled out properly)

9. Once complete with process, family goes to baggage checkout and receives bags. Van arrives outside backstage exit and family is transported to BEQ, Hotel or Airport.

10. 2585 forms are entered into Repatriation database. Daily reports will be generated.

**REQUIRED LOGISTICS FOR REPATRIATION OPERATION**

**SATO** - One fax machine w/fax phone line. Two regular phone lines. Three internet connections.

**ADMIN** - One copier. Ten computers with internet access for entering 2585 data. Bldg. C-9 first floor internet computers have been used in the past.

**PSD** - One copier.

**Lodging** - Two phone lines for making reservations.

**Car rental** - One phone line.

**Galley** - Coffee and cookies.

**USO** - Mobile canteen.

**Pets** - Dog food, cat food, kitty litter, newspapers, pooper scoopers, dog runs, extra large kennel containers to allow cleaning pet kennels, fencing for dog walking area, shade tent for dog walking area, water buffalo, large buckets for water in dog walk area. (Note: USO provides free food and kitty litter)

**Transportation** - 40 air-conditioned passenger buses for passengers. Box trucks for baggage (one truck for each 70 passengers). Stake truck for pets. Vans to transport families to BEQs, Hotels or Airport.

**Repatriation Center** - Large signs identifying stations. Place signs identifying smoking area, restrooms, baggage pickup, alphabet signs on stage for baggage. Need extra chairs at Admin and outside SATO for people waiting.

**Volunteers** - Require 20 baggage handlers at airfield, four pet handlers (for offloading and staging pets), six baggage handlers at Repatriation Center to offload baggage truck, 15 escorts (in whites or blues) to take families through processing center, if pets stay overnight need volunteers for standing watches. Volunteers will be required for walking dogs and taking care of pets.